



<Street address  
City, State ZIP>

<Date>

<Addressee>

<Street Address>  
<City, State, ZIP+4>

## We're sorry for the confusion

On January 1, we stopped using the Aexcel sub-network for specialists. We moved City of Seattle members to an alternative network, the Aetna Premier Care Network (APCN). After this change, we found members had issues accessing providers.

### What you need to know

We're removing the APCN network requirement. This follows the City of Seattle's direction. Your plan is moving to the broad Choice POS II network retroactively to 1/1/2022.

### What you get with Choice POS II

Choice POS II is an open-access network. It acts just like the Open Choice PPO network the City of Seattle previously had. With Choice POS II, there is:

- Access to both in-network and out-of-network providers
- No primary care providers (PCP) required
- No referrals required — you can still self-refer if you need to see a specialist
- A broad national network of specialists and primary care physicians
- The same providers as the Open Choice PPO

### You don't need to designate a PCP\*

You may have received a letter saying we selected a PCP for you. If so, please ignore that letter. We sent it in error. PCP election wasn't a requirement of APCN. It isn't required for the new Choice POS II network either.

### You'll get a new member ID card

We'll send you a new ID card. It will now show your broader Choice POS II network. The new card will also have a national advantage program (NAP) logo for out-of-network care. If you don't get your new ID card by the end of February, you can request a new one. To do so, just call Accolade Advocacy Services. You can reach them at **1-866-540-5418**.

### We're reprocessing out-of-network claims

You may have a claim that was processed as out-of-network after 1/1/22 for a provider who is part of the new Choice POS II network. You don't need to take any action. We will automatically reprocess those claims.

\*In the state of Washington, PCP refers to primary care provider.

### **What you need to do now**

We recommend you check your provider's participation status. To do so, log into **Aetna.com**, and search using the Aetna Choice POS II network. Or you can search the Aetna Health<sup>SM</sup> app before any appointments. You can also confirm your providers by going to **Aetna.com/docfind/custom/cityofseattle** (this link can't be accessed in Chrome).

### **Questions?**

We're sorry for the confusion. If you have any questions, just call Accolade Advocacy Services at **1-866-540-5418**. They're available Monday through Friday, 5 AM–8 PM PT.

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